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Mary Francis, CNA  
New Haven Center  
District 1199 New England  
Before the Aging Committee

**In Support of HB 5194 AN ACT CONCERNING REGISTRATION OF TEMPORARY NURSING SERVICES AGENCIES.**

Good Afternoon Senator Miller, Representative Garibay, and members of the Committee. My name is Mary Francis, I live in West Haven, and work as a Certified Nurse's Aide (CNA) at the New Haven Center of Rehab. I come before you today to testify in support of HJB 5194.

I have worked as a CNA at the New Haven Center of Rehab for 19 years. I was drawn to this work because I have a passion for caring for others. My residents mean the world to me and I love that I get to work with them everyday.

It is because I am so passionate about my work that I am here today. We work short staffed almost everyday in my facility, which impacts the care we can provide. My residents are not receiving proper care as a result of this short staffing, which weighs on me and my coworkers. We struggle to get all of our tasks done on a shift, leaving ourselves exhausted and burnt out.

Unfortunately, the use of staffing agency staff only seems to make this worse. From my observation, staffing agency staff tend to arrive late and leave early, putting more pressure on my coworkers and I to get everything done that we need to. We often need to take on additional responsibilities because we cannot count on staffing agency workers to pull their weight. This stems from poor training and a lack of oversight of these staffing agencies. That is why HB 5194 is important. It will help to ensure that staffing agency staff are qualified and trained properly.

The lack of familiarity with residents also contributes to a low quality of care. Residents are unfamiliar with staffing agency staff, and will refuse care from them because of this. This then results in more work for permanent staff like me. Another issue is that staffing agency staff are able to choose which facility they work in, and some simply won't come back if the workload is too much.

At the end of the day the work we do is about the residents and ensuring they receive the best care possible. Short staffing makes this hard enough, but to try and fix that problem by contracting with a staffing agency simply just creates more problems.

We need HB 5194 so we can have a better understanding of who is running these staffing agencies and who is working there. There needs to be more accountability when it comes to staffing agencies and the staff they send to work in nursing homes. That is why I am asking you to pass HB 5194.

Thank you for your time.